

## Table Of Contents

10. Introduction – Lost Sales File .....	1
10.1 Accessing Lost Sales.....	1
10.1.1 Part Scrolling.....	2
10.1.2 Calling Up A Specific Part .....	2
10.1.3 Printing A Lost Sales Report.....	2
10.1.3.1 Sample Lost Sales Report.....	2
10.2 Creating Lost Sales Records .....	2
10.3 Using The Customer Number.....	3
10.4 Deleting Lost Sales Records .....	3
10.5 Improved Inventory Stocking.....	3
10.6 Fields Of Information.....	4
10.7 Function Keys.....	4

## 10. Introduction – Lost Sales File

The Lost Sales File menu option tracks the part number, date, customer number and units requested of non-stocked merchandise within point of sale. Non-stocked merchandise is defined as a part number not found within the inventory file.

A lost sale record can only be created for a part number if the number requested does not exist within the inventory file and the counterman enters **2** and presses **<Return>** within the *PART NOT FOUND* pop up selection window.

The Lost Sales File will accumulate up to three lines of current detail per part number listing date, customer number and units requested. If the part number is requested a fourth time, the three lines of current detail will be totaled and will reappear under the Last Summary Heading. Current detail will now only display the fourth request with date, customer number and units requested.

Lost sales records may be screen displayed one at a time or a report of the entire file can be printed at any time.

## 10.1 Accessing Lost Sales

- From the *Autologue Main Menu*, enter **9** (*Lost Sales File*) and press **<Return>**.

The *Lost Sales Update Program* screen will appear as shown:

```

      LOST SALES UPDATE PROGRAM

DATE      CUST #      # UNITS      TIMES REQ      UNITS REQ

F1  -  CALL UP PART #
F8  -  PART SCROLLING
F10 -  PRINT  REPORT
F11 -  EXITS PROGRAM
      OPTION

```

With the cursor positioned at the **OPTION** prompt, the user has the option to scroll through the lost sale records, call up a specific part number or print a report of all lost sale records.

### 10.1.1 Part Scrolling

- With the cursor positioned at the **OPTION** prompt within the *Lost Sales Update Program* screen, the user can scroll to the 1<sup>st</sup> part number record by pressing the **<F8>** (*Part Scrolling*) key.

The 1<sup>st</sup> part number will automatically be displayed and the user can continue scrolling forward or backward through the file by pressing the **<F8>** (*Scroll To Next Page*) or **<F9>** (*Scroll To Prior Part*) keys.

### 10.1.2 Calling Up A Specific Part

- With the cursor positioned at the **OPTION** prompt within the *Lost Sales Update Program* screen, the user can call up a specific part number lost sale record by pressing the **<F1>** (*Call Up Part #*) key.
- With the cursor positioned at the **ENTER PART #** prompt, enter the specific part number lost sale record to be viewed and press **<Return>**.

If the part number entered exists as a lost sale record, the record information will be displayed. If not, a *PART NOT FOUND* message will be displayed.

### 10.1.3 Printing A Lost Sales Report

- With the cursor positioned at the **OPTION** prompt within the *Lost Sales Update Program* screen, the user can print a report of all lost sale records by pressing the **<F10>** (*Print Report*) key.

The Lost Sales Report will begin printing.

- To print the Lost Sales file after viewing individual lost sales records, press the **<F1>** (*Restart Program*) key to restart the program and then press the **<F10>** (*Print Report*) key.

#### 10.1.3.1 Sample Lost Sales Report

DATE: MM/DD/YY		LOST SALES TRACKING REPORT			PAGE 1
=====					
PART NUMBER	#OCCUR	#UNITS	DATE	CUST#	#UNITS
FRM-PH12	1	2	MM/DD/YY	335	2
HAY-511290	1	1	MM/DD/YY	360	1
MAE-3451	1	1	MM/DD/YY	325	1
RED-OS99012	1	4	MM/DD/YY	360	4
TOTAL PART NUMBERS TRACKED :		4			
TOTAL # UNITS REQUESTED :		8			

## 10.2 Creating Lost Sales Records

Lost sales are requests for part numbers not stocked within the Inventory file when entered through point of sale.

When an entered part number is not found within the inventory file or was entered incorrectly, a **PART NOT FOUND** pop-up window will be displayed.

- Select the 2) **RECORD LOST SALE** option and the screen will display a **LOST SALE QUANTITY?** prompt. Enter the number of units to record as a lost sale and press **<Return>**.

The Lost Sales file will now have a record of the part number, date, customer number and units requested.

### 10.3 Using The Customer Number

The customer number of each lost sales detail is very important in determining the type and frequency of a lost sale before stock is added. Using the customer number helps to determine if the same customer is calling 3 times for a part or are 3 different customers calling for the part. (Beware of 3 different garages calling for the same part number in a 3-day period. It could be one customer going from garage to garage.)

### 10.4 Deleting Lost Sales Records

Individual lost sales records can be deleted one at a time by displaying the part number to be deleted and pressing the **<F4>** (*Delete Current Part*) key. Optionally, the entire Lost Sales file can be deleted during month end processing by entering **Y** to the *CLEAR LOST SALES RECORDS ?* prompt (see *Month End Processing*).

As part of normal file maintenance, the Lost Sales file should be cleared out occasionally. Depending upon the storage capacity of the system, a maximum of 500 or 1000 lost sales records are available.

### 10.5 Improved Inventory Stocking

Based upon customer demand, it is recommended that stocking levels on parts with frequent lost sales and stock out activity be increased. Slow moving and zero sale items should be decreased.

Printing Lost Sales and Stock Out Reports (See *Report Processing*) will supply the information necessary for determining increases to inventory stocking levels.

A Zero Sales Report, an Overstock Report and a Best Seller Report will supply the information necessary for decreasing inventory stock. (See *Report Processing* for more information).

## 10.6 Fields Of Information

LOST SALES UPDATE PROGRAM					
DATE	CUST #	# UNITS		TIMES REQ	UNITS REQ
01/12/00	1	2	LAST SUMMARY	0	0
			CURRENT DETAIL	1	2
			TOTALS:	1	2
PART # FRM-CA921					
F1 - RESTART PROGRAM F4 - DELETE CURRENT PART F8 - SCROLL TO NEXT PAGE F9 - SCROLL TO PRIOR PART F11 - EXITS PROGRAM					

Listed below is an explanation of the screen fields:

Field Name	Description
LAST SUMMARY:	Accumulates total sum of previous Current Detail. The 4 <sup>th</sup> , 7 <sup>th</sup> , 10 <sup>th</sup> , etc., request of a Lost Sales record will add the Current Detail Totals to the Last Summary Totals and delete the 3 lines of Current Detail.
CURRENT DETAIL:	Total sum of up to three lines of detail by the number of times and units requested.
TOTAL:	Total sum of last summary plus current detail.

## 10.7 Function Keys

Function Key	Action
F1	Call Up Part Number/Restart Program.
F4	Delete Current Part
F8	Part Scrolling/Scroll To Next Page
F9	Scroll To Prior Part
F10	Print Program
F11	Exits back to the Autologue Main Menu.